b) eliciting a verbal instruction from a customer to the interactive terminal;

c) upon receiving verbal instruction from the customer to the interactive terminal, processing the verbal instruction with artificial intelligence (AI) routines; and

d) upon determining by the AI routines or the customer that there is a problem in said processing, intervening by a human to process the verbal instruction.

21. (rewritten) A method according to claim 20, wherein:

said step of eliciting a verbal instruction is adapted for eliciting a restaurant food order.

23. (rewritten) A method according to claim 22, wherein:

said providing feedback includes providing at least one of audio feedback and video feedback.

24. (rewritten) A method according to claim 22, wherein:

said providing feedback is controlled by AI routines.

25. (rewritten) A method according to claim 22, wherein:

said providing feedback is controlled by the human.

26. (rewritten) A method according to claim 22, wherein:

said verbal instruction is the order of a restaurant menu item, and said providing feedback includes at least one of,

i) prompting the customer to add additional menu items to the order, and

ii) prompting the customer to increase the size of the menu item order.

29. (rewritten) A method according to claim 20, wherein:

said intervening is performed from a location located off-premises relative to said

interactive terminal.

30. (rewritten) A method according to claim 20, wherein:

when a problem in said processing is determined, transmitting the verbal

instruction over a voice over internet protocol (VoIP) network connection to said human.

32. (rewritten) A method according to claim 31, wherein:

said providing real-time human support comprises at least one of completing,

correcting and verifying communications between said AI processor and the customer.

33. (rewritten) A method according to claim 31, wherein:

said providing real-time human support comprises establishing communication

between said real-time human support and the customer.

34. (rewritten) A method according to claim 33, wherein:

said establishing communication is substantially seamless, such that the customer

remains substantially unaware of said real-time human support.

35. (rewritten) A method according to claim 31, wherein:

said providing real-time human support comprises transferring communication from between the customer and the AI processor to between the customer and the human support.

36. (rewritten) A method according to claim 35, wherein:

said transferring is provided substantially seamlessly, such that the customer is substantially unaware of said transfer.

37. (rewritten) A method according to claim 31, wherein:

said communicating by the AI processor comprises animating a character.

38. (rewritten) A method according to claim 37, wherein:

said animating the character comprises interacting the character with the customer during said real time human support.

39. (rewritten) A method according to claim 38, wherein:

said interacting occurs at an interactive terminal.

40. (rewritten) A method of processing a commercial transaction with a customer, comprising:

   a) with an artificial intelligence (AI) transaction processor, communicating with the customer; and

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